

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventors: Chitra (nmi) Jain et al.
Filing Date: April 14, 2004
For: *System and Method for Providing Personalized Customer Assistance
Using a Financial Card Having an RFID Device*

Mail Stop Patent Application
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Dear Sir:

Information Disclosure Statement

Applicants respectfully request, pursuant to 37 C.F.R. §§ 1.56, 1.97 and 1.98, that the references listed on the attached PTO-1449 form be considered and cited in the examination of the above-identified patent application. Since the present Application was filed after June 30, 2003, a copy of any U.S. Patent and any U.S. Patent Application Publication cited on the attached PTO Form 1449 is not being submitted with this Information Disclosure Statement pursuant to the July 11, 2003 waiver of 37 C.F.R. S 1.98(a)(2)(i) by the U.S. Patent and Trademark Office. Furthermore, pursuant to 37 C.F.R. § 1.97(h), no representation is made that the references qualify as prior art or that they are material to the patentability of the present application.

Respectfully submitted,
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	Docket Number 073897.0150	Group Art Unit	Filing Date April 14, 2004

U.S. PATENT DOCUMENTS

		DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
	A	5,887,271	03/23/99	Powell	705	14	02/20/1996
	B	6,123,259	09/26/00	Ogasawara	235	380	04/30/1998
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	K						
	L						
	M						

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		DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
	O							

NON-PATENT DOCUMENTS

		DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
	P	Spartan Internet, "You Need More Than Just a Shopping Cart," StartMyStore.com: Easily Create Your Online Store Today URL: http://www.startmystore.com/prices.htm , pp. 1-4,	2002-2003
	Q	American Express, "ShopAmex Store Details," pp. 1-2, URL: http://www01.extra.americanexpress.com/StoreDetails.aspx?merchantid=2087	2000
	R	Fickel, L., CIO.com, "Power to the People," pp. 1-7, URL: http://www.cio.com/archive/081500/power.html	August 15, 2000
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	T	Robin Clark/The Wise Marketer.com, "Loyalty Scheme to Use RFID for Personal Service," pp. 1-3, URL: http://www.kiosks.org/articles/pr050303a.html	March 31, 2003
	U	Maselli, J., RFID Journal, Texas Instruments Incorporated, "RFID Aids the Customer Experience," pp. 1-2, URL: http://www.ti.com/tiris/docs/news/in_the_news/2003/6-27-03.shtml	June 27, 2003

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.